



Governor: Steve Bullock
Commissioner: Pam Bucy

Montana Department of LABOR & INDUSTRY

Workforce Services Division
Great Falls Job Service

Customer Satisfaction Survey

I am a Job Seeker ☐

I am an Employer ☐

Your Name or Business name (optional): _____ **Date:** _____

Phone #: _____ You town/location: _____

Thank you for taking the time to complete this survey. The results will help us to keep our services adapted to your needs.

Please rate your satisfaction level with each of the following statements:

1=Very Satisfied; 2=Somewhat Satisfied; 3= Neutral; 4= Somewhat Dissatisfied; 5= Very Dissatisfied

	1	2	3	4	5	Did not Use
Promptness of Service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of Staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of Staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Resources available to you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Layout of the office?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate your overall satisfaction with our office?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

When you contacted/interacted with our office, what type of help/service were you seeking?

- | | | |
|---|---|---|
| <input type="checkbox"/> Help in finding a job/employment | <input type="checkbox"/> Unemployment Related | <input type="checkbox"/> Soft Skills Training |
| <input type="checkbox"/> Testing | <input type="checkbox"/> Funding for Training | <input type="checkbox"/> Career counseling |
| <input type="checkbox"/> Working but want a different job | <input type="checkbox"/> Computer Training | <input type="checkbox"/> Veteran's Services |
| <input type="checkbox"/> Funding for Training | <input type="checkbox"/> Business Workshop | <input type="checkbox"/> Job Fair |
| <input type="checkbox"/> Help with Job Application | <input type="checkbox"/> Help with Resume | <input type="checkbox"/> Help with Internet |
| <input type="checkbox"/> Help with Interview Process | | |

	Yes	Maybe	Not Sure	Maybe Not	No
Will you use our office/services in the future?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Would you recommend our office/services to others?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please return to the Great Falls Job Service.

When completed, please return to:

Address
1018 7th St. S. Great Falls, Mt. 59405

Phone Number:
406-791-5800

E-Mail:
GreatFallsJSC@mt.gov